ESD Technology Department

MONTHLY TECH NEWS

The first month with staff and students back is our busiest time if the year. Below is the ticket statistics from 8/1/23 to 9/1/23.

- Tickets created during period: 567
- Of them closed: 542
- Still open: 25
- Tickets that were reopened: 68
- Average time spent: 0h 12m 26s
- Average response time: 3h 48m 42s
- Average duration: 6h 52m 56s

This month we have handed out 1,255 chromebooks to students grades 6-12. We have also ordered the 36 security cameras with the SOF grant. We have also added a catagory to our ticket system for training. With this catagory staff and ask for training for smart boards and viewboards, ECT.

Upcoming Projects

- Upgrade the bell system at Emmett High School.
- Add/Upgrade cameras across the district with the SOF grant.
- Add wifi to the Emmett High School Snack Shack.

Tech Tips

- **You can lock your desktop quickly by pressing the windows button and L.**
- **ctrl+shift+t will re-open the most recently closed tab.**
- **A reboot of your computer will fix most issues.**

https://huskiehelpdesk.jitbit.com/